



# COUNTY OF LOS ANGELES

## CHIEF INFORMATION OFFICE

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September 5, 2007

To: Supervisor Zev Yaroslavsky, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

From: Jon W. Fullinwider  
Chief Information Officer

Subject: **COMPUTER SECURITY INCIDENT AT THE DEPARTMENT OF CHILDREN AND FAMILY SERVICES (DCFS)**

This is to provide your Board with the final status update regarding the suspected loss of a storage server at the Department of Children and Family Services' (DCFS) Headquarters at 425 Shatto Place on August 8, 2007. Through the investigative efforts of the Auditor-Controller's Office of County Investigations (OCI), my Office and DCFS staff, it has been determined that the server was not lost and that the device was safely stored in the wiring closet at DCFS Headquarters.

The initial determination that the device was missing was a result of weak controls over technology equipment inventory. The technician reporting the loss assumed that the device in the room was not the production system, but was a replacement device. Investigation by the OCI staff indicated that the technician's conclusion was in error. Follow-up technical analysis by a DCFS contracted data recovery center showed conclusively that the correct device was in place and that no information had been lost or exposed.

As reported in my previous report, DCFS has initiated steps to improve the security of computing devices in their facilities that include:

- Restricting access to information technology staff and specific others that require access;
- Removing unrelated storage and supplies to reduce the need for access to secured rooms;

- Ensuring that all equipment rooms, server rooms and telephone closets are secured to specific individuals; and
- Enhancing and enforcing equipment inventory controls to ensure all equipment can be readily identified by identity tag and serial number at a specific location.

Data access controls will be implemented to partially encrypt SSNs and minimize any identifying information in records that may be on the servers in the future. Reports will be revised to identify location and name without including sensitive personal identifying information.

My Office will continue to monitor remediation activities until we are assured that proper controls are in place. If you have questions related to this incident, please call me at (213) 974-2008 or Al Brusewitz, Chief Information Security Officer, at (562) 940-3873.

JWF:AB:sjc

c: William T Fujioka, Chief Executive Officer  
Lisa Nuñez, DCEO – Operations  
Bryce Yokomizo, DCEO – Children & Families' Well-Being  
Raymond G. Fortner, Jr., County Counsel  
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